Conversion of Telephone Exchanges in Uttar Pradesh

7025. SHRI RAJ NATH SINGH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the names of telephone exchanges in Uttar Pradesh which have not been converted into electronic exchanges, so far;

(b) by when these are likely to be converted; and

(c) the names of places where Government have decided to install new electronic exchanges during 1995-96?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) As given in Statement-I (*see* below).

(b) As per the 8th Plan objectives, all existing MAX-III and MAX-II (L/F Type), and worn-out/life-expired other, Electronic-mechanical exchanges are planned to be replaced by electronic exchanges by March, 1997. Remaining electro-mechanical exchanges are planned to be replaced on the expiry of their useful life.

(c) As given in Statement-II.

Statement-I

Names of Telephone Exchanges in Uttar Pradesh which have not been converted into Electronic Exchanges so Far

Sl. No.	Name of Exchange
1.	Ghaziabad-L-4
2.	Hathras
3.	Kanpur-Lajpatnagar
4.	Kanpur-Krishnanagar
5.	Lucknow-Alambagh
6.	Lucknow-Bhadewan-B
7.	Lucknow-Mahanagar-A
8.	Meerut-X bar
9.	Agra-Sanjay place
10.	Varanasi-Benia MAX-1
11.	Varanasi-Gantt.
12.	Aligarh-A
13.	Bareilly-A
14.	Dehradun-A
15.	Moradabad-A
16.	Muzaffarnagar-A
17.	Saharanpur-A
18.	Saharanpur-B
19.	Sambhal
20.	Auraiya
21.	Paliakalan
22.	Akrabad
23.	Amrauli
24.	Basaibabas
25.	Basta
26.	Begumabad
27.	Beswan
28.	Bijoli
29.	Basena
30.	Bundhansi
31.	Chandan Chowki
32.	Chanappa
33.	Deghat
34.	Devidhura
35.	Gangiri
36.	Gaurifanta
37.	Gorai
38.	Kachaura
39.	Kajmabad
40.	Kanalichina
41.	Kaveriaganj
42.	Khurrampur
43.	Kukra
44.	Kunwargaon
45.	Manila
46.	Manmaho
47.	Manpur
48.	Maswasi
49.	Munderpandey
50.	Nachani
51.	Narayanpur
52.	Nawab Nagir
53.	Pachon
54.	Paigaon
55.	Patwal
56.	Pulla
57.	Quadir Chowk
58.	Rudain
59.	Salempur
60.	Shahabad
61.	Tanda (Rampur)
62.	Tanda (Nainital)
63.	Tappal
64.	Tosifgarh
65.	Ugaiti
66.	Uncha gaon
67.	Usait
68.	Wajidpur
69.	Sheragarh
70.	Kakrala
71.	Madkote
72.	Kanth
73.	Mirzapur

Statement-II

Name of places where Government have decided to install New Electronic Exchanges during 1995-96 in U.P.

Sl. No.	Name of place
Large capacity exchanges	
1.	Kanpur
2.	Ghaziabad
3.	Dehradun
4.	Gorakhpur
5.	Lucknow
6.	Allahabad
7.	Dadri
8.	Hathras
9.	Shamli

Small capacity exchanges

In addition to above, there is a plan to instal small capacity electronic exchanges at about 40 places in U.P. These would be located at places where the registered paid demand becomes 10 or more.

Complaints against MTNL

7026. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether time and again there have been mounting complaints about the poor functioning of the Mahanagar Telephone Nigam Limited (MTNL), particularly the services on 131, 197, 198, 199 etc.;

(b) if so, what concrete steps, the MTNL propose to take to improve these services;

(c) whether MTNL is planning to provide telephone on demand in the next one or two years; and

(d) if so, the steps taken to provide an efficient service to the existing subscribers, before embarking on the ambitious plan?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No Sir, there are no unusually large number of complaints in respect of functioning of 131, 197, 198, 199 services. Service at 131 is provided by Railways.

(b) There are adequate number of positions at 197, 198, 199 services. These are manned round the clock (with the exception of 198 in some of the exchanges) and calls received are normally answered promptly. In addition, voice mail numbers have been provided in most of the exchanges for receiving complaints round the clock. It is proposed to computerise 198 service in all the remaining exchanges under MTNL to improve the service further.

(c) MTNL has drawn plan for easy availability of telephones by the end of 1995-96. This is subject to timely availability of equipment, material and financial resources.

(d) The service rendered is quite satisfactory and MTNL is constantly endeavouring to improve telephone service further. Some of the measures taken to further improve the telephone services are given in the enclosed statement.

Statement

STEPS TAKEN TO IMPROVE SERVICES

Several measures have been taken towards betterment of services by improving reliability as well as by improving customer interface. There are as under:—

1. *Telephone Exchanges and Media :*
   - (a) Introduction of Electronic Exchanges.
   - (b) Introduction of Electronic TAXs.
   - (c) Introduction of Electronic Transit Exchanges.
   - (d) Phasing out of old and life expired electro-mechanical exchanges.
   - (e) Introduction of Optical Fibre and Digital microwave systems for inter exchange junction.
2. *External Plant :*
   - (a) Laying of underground cables in ducts.
   - (b) Pressurisation of paper core underground cables.
   - (c) Use of jelly filled PVC insulated underground cables.
   - (d) Use of improved termination devices employing insulation displacement technique.